



**Position:** Case Manager (SSVF-P3)  
**Location:** New York, NY  
**Reports to:** Assistant Director, Supportive Services  
**Hours:** Full-time/40 hour per week, some evenings/weekends required

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### About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

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### About the Position

The Case Manager will be responsible for providing rapid re-housing and homelessness prevention services to low-income veteran families. The Case Manager will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts and survey distribution, email and other electronic exchange with each veteran on his/her caseload, depending on the need for services and post-placement support.

The FLSA status of this position is **Non-Exempt**.

#### **Responsibilities:**

- Utilize Housing First, Critical Time Intervention, Motivational Interviewing, Harm Reduction, Military Cultural Competence, and Mental Health First Aid techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Conduct assessments and program intakes for veteran households seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Participate in the intake and orientation process of new program participants.
- Provide direct case management services in the office and at field/home visits.
- Develop and update housing stability plans monthly to assist veteran families to obtain or maintain permanent housing and resolve underlying barriers.
- Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist veterans with overcoming barriers to housing stability.
- Serve as a liaison between veteran families and community providers. Maintain a network of

resources and contacts.

- Identify and make referrals to community resources to ensure long-term supports are in place including but not limited to preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, pantries, financial coaching, legal services, and eviction prevention resources to maintain stable housing.
- Provide referrals to SOAR/Benefits Specialist for public and VA benefits including but not limited to healthcare, SNAP, SSI/SSDI, VA benefits, and public assistance.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess veteran family's legal needs and make referrals to legal subcontractor as needed.
- Coordinate with Career Counselor to link participants to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Work collaboratively with SSVF and community housing specialists to identify veteran's housing needs and preferences. Assist with coordinating housing search and placement.
- Complete 2010e applications for supportive housing.
- Assess veteran family's need for Temporary Financial Assistance and/or the SSVF P3 Shallow Subsidy. Submit completed Financial Assistance Requests as needed.
- Conduct outreach and engagement to veteran families.
- Provide crisis intervention as needed.
- Provide post-placement support and follow-up contacts. This will include at least one home visit where the Case Manager reviews the terms of the veterans lease using the standardized Veteran Exit Sheet, to ensure that veterans know their responsibilities as a leaseholder and have accurate information on how to make rental payments.
- Provide education on tenant rights, resources, and next steps should the veteran fall into rental arrears.
- Utilize electronic case management system. Maintain accurate and up-to-date client files.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Participate in case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Program Director.

**Requirements:**

- A Bachelor's Degree in Human Services or a related field.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Knowledge of NYC resources preferred.
- Candidate must possess superior organizational, written and verbal skills.
- Self-starter with the skills and energy to work with high-need veterans in the community.
- Must be computer literate.
- Strong engagement and interpersonal skills.
- Veterans preferred.
- Experience working with veterans/military preferred.

**Compensation:**

The salary range for this position is **\$53,000.00 to \$55,000.00 *annualized***. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

**How to Apply:**

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department  
Jericho Project  
Job Code: **Case Manager – SSVF P3**  
245 W. 29th Street, Suite 902  
New York NY, 10001  
Fax 646.624.2301  
[careers@jerichoproject.org](mailto:careers@jerichoproject.org)

**No Phone Calls Please.**

*Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. [www.jerichoproject.org](http://www.jerichoproject.org)*